



Government  
of South Australia

Department for Communities  
and Social Inclusion

# Housing SA Direct Debit

The easy way to have your Housing SA rent and other charges paid from your financial institution.

## What is direct debit?

Direct debit is a service which lets you make payments for yourself or on the behalf of someone else directly from your bank, building society or credit union account.

With two easy steps direct debit will take the hassle out of paying your most important bill - your rent.

## Direct debit will save you

- the trouble of calling into a post office to pay
- having to post your payment
- the cost of a money order or cheque
- the cost of envelopes and stamps
- worrying about arrears if you haven't been able to get to a post office
- remembering to make regular payments

Please note Housing SA does not charge for this service but you need to check if your financial institution charges a transaction fee.

## Remember

You must have enough money in your account to cover the payment in accordance with the Direct Debit Request you have arranged for the Trust to receive. Your deductions are processed to the Housing Trust after hours on the nominated Thursday. If you do not have the money in your account, the bank, building society or credit union will charge you a substantial default fee.

If you receive a new bill from Housing SA you must contact your local office to make provision for the new arrangement.

## Interested in direct debit?

We ask you for some personal information in order to arrange the direct debit from your nominated financial institution account. If the requested information is not provided, the Trust will not be able to organise the debit for you.

## Two easy steps

To make payments automatically by having it deducted from your bank, credit union or building society account, all you need to do is:

1. Complete and sign both forms in this brochure.
2. Return the forms to your local office.  
Once you lodge your application for direct debit you should continue to make payments in your usual way. We will contact you in writing to confirm the date of your first automatic deduction.

## Please note:

1. Direct debit is not available on all accounts. Contact your financial institution or check against a recent statement to confirm this option is available from your account.
2. For changes to your deduction amount, to stop a debit or to cancel this authority contact Housing SA or your financial institution.
3. If you change your bank or credit union account you will need to complete a new form.

## Section 1: Details of account to be debited

SAHT customer number .....

Customer name .....

Address .....

.....

I/we hereby authorise and request the South Australian Housing Trust (Debit User ID No: 2637) to arrange for funds to be debited from my/our account at the financial institution identified below.

This authorisation is to remain in force in accordance with the service agreement provided with this form.

### Details of the account to be debited

(all account details must be supplied)

Bank Account Name

.....

Financial Institution details

.....

BSB number (this must be 6 digits)

-

Account number (cannot be more than 9 characters)

**Note:** please ensure the account and BSB number that you are providing are correct. Direct debiting is not available on a full range of accounts and if you are unsure please clarify this with your financial institution.

Credit union cheques may not show their own BSB number. Check with the credit union for the correct BSB number to use for debit.

.....

Customer signature Date

.....

Customer signature Date

All signatories may be required to sign on joint accounts.

## Section 2: Deductions

I/we hereby authorise the South Australian Housing Trust to debit my account with the following amounts:

Rent \$ ..... Other \$ .....

I would like these amounts to be deducted on the following basis: (please tick)

weekly  fortnightly  4 weekly

Starting from (date must be a Thursday) .....

If you wish 'other' to continue to build a credit for a future debt please tick (✓) the box

I understand and acknowledge that:

- The South Australian Housing Trust may in its absolute discretion terminate this authority and contact me advising that they have done so.
- If there should be any increase or reduction in my rent instalment I authorise the South Australian Housing Trust to adjust my deduction accordingly, including the amount of any debt to be repaid, calculated at 20% of my rent (unless otherwise agreed) in accordance with Housing SA policy.
- I must continue to make payments in the normal manner until advised of deduction commencement date.

Telephone .....

Mobile .....

Work .....

.....

Customer signature Date

.....

Customer signature Date

For further information on the direct debit service contact your local Housing SA office listed in this brochure or call 1300 702 373

## Direct Debit Request Service Agreement

- Debits will commence on a date and frequency specified by you and this arrangement will be confirmed in writing by Housing SA.
- For changes to your deduction amount, to stop a debit or cancel an authority, please contact your local office by no later than close of business on the Tuesday prior to your debit. Last minute stops can be made up to 3pm on the debit day by ringing 1300 702 373.
- If you change your account, bank or credit union you will need to complete a new direct debit request.
- If funds are not available on the night of the debit your financial institution will charge you a substantial default fee. Your financial institution may also charge you a fee if you request a stop on an individual debit.
- If three consecutive debits fail due to insufficient funds, your direct debit request will be cancelled and you will be contacted.
- Debits due on a public holiday will be processed on the next business day.
- Housing SA will keep the information provided by you on this form confidential, except as required by Act of Parliament or Court Order, or where disclosure is authorised by the State Government's Information Privacy Principles, or where authorised by you, or where the bank may require such information.
- To dispute a direct debit item or for any other queries contact your local Housing SA office or ring 1300 702 373.
- If you wish to dispute you can also contact your financial institution.

For customer enquiries phone **131 299\***

## Housing SA office locations

<b>Adelaide</b>	Naylor House, 120 Flinders Street Adelaide 5000
<b>Berri</b>	29 Vaughan Terrace, Berri 5343
<b>Ceduna</b>	22 McKenzie Street, Ceduna 5690
<b>Croydon Park</b>	342-346 Torrens Road Croydon Park 5008
<b>Elizabeth</b>	1st Floor, Raleigh Chambers, Elizabeth City Centre 5112
<b>Gawler</b>	Unit 1/4 Seventh Street, Gawler South 5118
<b>Limestone Coast</b>	9 Elizabeth Street, Mount Gambier 5290
<b>Marion</b>	235 Sturt Road, Sturt 5047
<b>Modbury</b>	100 Reservoir Road, Modbury 5092
<b>Murray Bridge</b>	Mobilong House, Seventh Street, Murray Bridge 5253
<b>Noarlunga</b>	First Floor, Noarlunga House, Noarlunga Centre 5168
<b>Port Adelaide</b>	296 St Vincent Street, Port Adelaide 5015
<b>Port Augusta</b>	13 Mackay Street, Port Augusta 5700
<b>Port Lincoln</b>	10 Hallett Place, Port Lincoln 5606
<b>Port Pirie</b>	76 Florence Street, Port Pirie 5540
<b>Salisbury</b>	1 Ann Street, Salisbury 5108
<b>Whyalla</b>	173 Nicolson Avenue, Whyalla Norrie 5608

\*Calls from a mobile phone will attract a higher call charge.

This form is to be completed and signed by the customer to instruct the South Australian Housing Trust to create direct debit payments.

Please return this form to your local Housing SA office or mail to GPO Box 2239, Adelaide SA 5001.

If you have any questions or need help in completing the forms, please contact your local Housing SA office where staff will be pleased to assist you.

## **Feedback**

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DCSI Client Feedback and Complaints  
GPO Box 292 Adelaide SA 5001  
Email: [DCSI.clientfeedbackandcomplaints@sa.gov.au](mailto:DCSI.clientfeedbackandcomplaints@sa.gov.au)

## **Alternative formats**

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The information in this publication can be provided in an alternative format or another language on request by calling 131 299

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